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Retired Reservists Can Get DS Logons at TRICARE Service Centers

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Retired reservists can now get a DoD Self-service Logon (DS Logon) account at any TRICARE Service Center (TSC) worldwide. Once they have a DS Logon, they can use it to go online to purchase TRICARE Retired Reserve (TRR) health care coverage.

To locate the nearest TSC, visit www.tricare.mil/contacts.

In-person proofing at Veterans Administration (VA) regional offices or remote proofing through the Defense Enrollment Eligibility Reporting System (DEERS)/Defense Manpower Data Center Support Office (DSO) remain available as well.

The DS Logon can be used to access the Web-based Reserve Component Purchased TRICARE Application (RCPTA) to qualify for and purchase TRR, a premium-based health care plan available to qualified gray-area retired reservists and their survivors. If a retired reservist does not have a DS Logon account, he or she can still call the DSO at 1-800-538-9552 (1-866-363-2883 for the hearing impaired) to request documentation via remote proofing. DSO will provide step-by-step instructions and the appropriate documentation to get a DS Logon.

Retired reservists may also still go to designated VA regional offices to complete in-person-proofing and get a DS Logon account. To locate a VA regional office, visit www.vba.va.gov/vba/benefits/offices.asp.

Getting a DS Logon is not restricted to retired reservists. Members of the Selected Reserve most likely have either a Common Access Card or Defense Finance and Accounting Service account that allow them to access the RCPTA to qualify for and purchase TRICARE Reserve Select. However, for those who do not, National Guard and Reserve members can also get DS Logon accounts as mentioned above, similar to retired reservists.

For more information about TRICARE's health care benefits for members of the Reserve and National Guard, visit www.tricare.osd.mil/reserve.

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The TRICARE Management Activity administers the worldwide health care plan for 9.6 million eligible beneficiaries of the uniformed services, retirees and their families.

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DoD Self-Service Access Center

Homepage

Frequently Asked Questions

Frequently Asked Questions

The following is a list of Frequently Asked Questions to aid eligible persons in the use and understanding of the Department of Defense (DoD) Self-Service Access Center website and the DoD Self-Service Logon (DS Logon).

- Why does a person want a DS Logon?
- What is a DS Logon?
- Am I required to sign up for a DS Logon?
- Where can it be used?
- Who is eligible?
- How long is it valid?
- How do I get a DS Logon?
- What are the different account levels of DS Logon?
- Where can I be in person proofed and what do I need to bring?
- Why am I getting an error saying 'The credential assurance level of your DS Logon is not sufficient to access this website.'?
- What do I do if my DS Logon is inactive?
- The list of displayed family members is incorrect, or the personal information of one of my family members is wrong. What do I need to do to correct the information?
- How long do I need to wait for an activation code to arrive through the United States Postal Service?
- I'm getting an error message that I don't understand or the application is not working correctly. Who do I contact?

Why does a person want a DS Logon?

In today's internet age, the security around a person's Personally Identifiable Information (PII) and Personal Health Information (PHI) is paramount. To increase the level of security beyond simple username/passwords that are frequent on many websites, the DoD has created the DS Logon. Our goal is to provide a strong credential that is easy to use and maintain throughout the DoD and VA.

What is a DS Logon?

DS Logon is a secure, self-service logon ID that allows Beneficiaries affiliated with the DoD or the VA access to several websites using a single username and password.

DEERS will automatically generate a username that cannot be changed for security reasons. The user will generate the password. The password must be 9-20 characters in length and consist of at least one uppercase letter (e.g. A), one lowercase letter (e.g. a), one number (i.e. 1, 2, 3, ...), and one of the following special characters: ~!@#$%^&*()_+`-=[]\{}|;':",./<>?

A DS Logon supports the Personnel Identity Protection (PIP) Directive and National Institute of Standards and Technology (NIST) e-Authentication guidance. It provides a high level of authentication assurance in situations

where Common Access Card (CAC) authentication is not available.

Am I required to sign up for a DS Logon?

No, individuals may still use the respective call center for assistance:

HealthNet Federal Services, LLC (North Region)	1.877.874.2273
Humana Military Healthcare Services, Inc. (South Region)	1.800.444.5445
TriWest Healthcare Alliance (West Region)	1.888.874.9378
DEERS/ DMDC Support Office (Eligibility)	1.800.538.9552
TRICARE Dental Program	1.800.866.8499
TRICARE For Life/Dual Eligibles	1.866.773.0404
TRICARE Mail Order Pharmacy	1.866.363.8667
MHS Help Desk	1.800.600.9332
TRICARE Retail Pharmacy	1.866.363.8779
TRICARE Retiree Dental Program	1.888.838.8737
US Family Health Plan	1.800.748.7347
Military Medical Support Office	1.888.647.6676
MyHealtheVet Help Desk	1.877.222.9387
eBenefits Help Desk	1.800.983.0937

Where can it be used?

A DS Logon allows web access to several applications. It is currently available at:

- TRICARE Online (TOL)
  https://www.tricareonline.com/
- Beneficiary Web Enrollment (BWE)
  https://www.dmdc.osd.mil/appj/bwe/
- myDoDbenefits
  http://mydodbenefits.dmdc.osd.mil/
- Transferability of Education Benefits (TEB)
  https://www.dmdc.osd.mil/TEB
- VA's eBenefits portal
  https://www.ebenefits.va.gov/
- DS Logon Self-Service website
  https://myaccess.dmdc.osd.mil/dsaccess/

Additional web sites may use DS Logon in the future.

Who is eligible?

A DS Logon is available to DoD sponsors, spouses, and dependents (18 and older), and retirees and veterans who are in Defense Enrollment Eligibility Reporting Systems (DEERS).

How long is it valid?

A DS Logon is valid for DoD affiliates as long as they are eligible for DoD benefits. For veterans, the VA will determine the length of validity.

For security reasons the password must be changed at least once every 150

days.

How do I get a DS Logon?

A request for a DS Logon can be made one of the following ways:

Service Members and Retirees

If you have a CAC (Common Access Card) or DFAS myPay Login ID, you may request a DS Logon for yourself and eligible family members via DS Access Center at https://myaccess.dmdc.osd.mil/dsaccess/.

-or-

You may request a DS Logon at a VA Regional Office after completing an in person proofing process or at a DoD RAPIDS facility when obtaining your military identification card.
To locate a VA Regional Office, visit http://www.vba.va.gov/vba/benefits/offices.asp.
To locate a RAPIDS facility, visit http://www.dmdc.osd.mil/rsl/.

Spouses/Family Members/Dependents (18 or over)

You may request a DS Logon at a DoD RAPIDS facility when obtaining a military identification card or at a VA Regional Office after completing an in person proofing process.

-or-

Your DoD Sponsor may initiate your DS Logon request via DS Access Center.

Veterans

Veterans are eligible to obtain a DS Logon Basic (Level 1) account by registering online via eBenefits. Veterans may request a DS Logon Premium (Level 2) account at a VA Regional Office after completing an in person proofing process. Access to most applications requires a Level 2 ("Premium") account.

Use the DS Access Center website to activate your DS Logon.

What are the different account levels of DS Logon?

There are varying account levels of DS Logon each with progressing security features.

Basic Account (Level 1)

The DS Logon Basic (Level 1) account is an entry level user account established online that provides limited view access to your personal information. This level of account is only provided to individuals who have registered online at the eBenefits website without being in-person proofed. Many applications will not allow access with a Basic (Level 1) account.

Premium Account (Level 2)

The DS Logon Premium (Level 2) account is given to a user who

has registered using their CAC or DFAS myPay Login ID or who has completed an in-person proofing process by an agency official. A level 2 account increases the assurance that the user is who they claim to be since they have been verified in-person. To provide enhanced security to your personal information, access to most applications requires a Premium (Level 2) account.

See "Where can I be in-person proofed and what do I need to bring?"

Where can I be in person proofed and what do I need to bring?

In person proofing is currently performed at designated VA Regional Offices. To locate a VA Regional Office, visit http://www.vba.va.gov/vba/benefits/offices.asp.

You must bring at least two forms of approved identification (ID) to confirm your identity. One must be a government-issued photo ID.

The accepted forms of ID fall into two categories: Primary and Secondary. The first form of ID must be on the Primary list. The second form of ID must be on the Primary or Secondary list.

Primary ID Type	Status of ID	Description of ID
U.S. Passport	Current or Expired	U.S. Passport
Sponsor DoD ID Card	Current Only	Sponsor DoD ID Card
Driver's License	Current Only	Driver's license or ID card issued by a state or outlying possession of the U.S. provided it contains a photograph
Military Family Member ID Card	Current Only	Military Family Member ID Card
Photo ID Card issued by federal, state, or local government	Current Only	ID Card issued by federal, state, or local government agencies or entities provided it contains a photograph
Foreign Passport with Form I-94 or I-551 stamp	Current Only	Foreign Passport with an unexpired Arrival-Departure Record, Form I-94 or I-551 stamp
Foreign National ID with photograph	Current Only	Foreign National ID with photograph
INS Form I-151 or I-551	Current Only	Permanent Resident Card or Alien Registration Receipt Card with photo (INS Form I-151 or I-551)
INS Form I-688	Current Only	Temporary Resident Card (INS Form I-688)
INS Form I-766 or I-688 or I-688A or I-688B	Current Only	Employment Authorization Document with photo (INS Form I-766 or I-688 or I-688A or I-688B)
INS Form I-197	Current Only	U.S. Citizen ID Card (INS Form I-197)
INS Form I-179	Current Only	ID card for use of Resident Citizen in the U.S. (INS Form I-179)
INS Form N-560 or N-561	N/A	Certificate of U.S. Citizenship (INS Form N-560 or N-561)
INS Form N-550 or N-570	N/A	Certificate of Naturalization (INS Form N-550 or N-570)
Secondary ID Type	Status of ID	Description of ID

Birth Certificate	N/A	Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the U.S. bearing an official seal
Marriage Certificate	N/A	Marriage Certificate
Adoption Decree	N/A	Adoption Decree
Court Document	N/A	Court Document
Hospital Proof of Birth	N/A	Hospital Proof of Birth, Certificate of Live Birth
Consular Report of Birth Abroad (FS-240)	N/A	Consular Report of Birth Abroad (FS-240)
Letter from the school registrar	N/A	Letter from the school registrar certifying full-time course of study leading to an associate's degree or higher and anticipated graduation date
Medical sufficiency statement from an MTF	N/A	A current physician's statement (dated within 90 days of application) to include a medical sufficiency statement from a Military Treatment Facility (MTF)
INS Form I-688A	Current Only	Employment Authorization Card (INS Form I-688A)
INS Form I-327	Current Only	Reentry Permits (INS Form I-327)
INS Form I-571	Current Only	Refugee Travel Document (INS Form I-571)
School ID with a photo	Current Only	School ID with a photo
Voters registration card	N/A	Voters registration card
U.S. Coast Guard, Merchant Mariner Card	N/A	U.S. Coast Guard, Merchant Mariner Card
Native American tribal document	N/A	Native American tribal document
Canadian Driver's License	Current Only	Driver's license issued by a Canadian government authority
Form FS-545 or Form DS-1350	N/A	Certification of Birth Abroad issued by the Department of State (Form FS-545 or Form DS-1350)
Employment Authorization Document issued by INS	Current Only	Employment Authorization Document issued by INS
School record or report card	Current Only	School record or report card
Clinic, doctor or hospital record	N/A	Clinic, doctor or hospital record
Day-care or nursery school record	Current Only	Day-care or nursery school record
Divorce Decree	N/A	Divorce Decree
Statement of Service	N/A	Statement of Service
DD Form 214	N/A	DD Form 214
DFAS-CL Code L	N/A	DFAS-CL Code L
U.S. Social Security Card	N/A	U.S. Social Security Card
DD Form 2842	N/A	DD Form 2842 PKI Certificate Acceptance and Acknowledgement of Responsibilities
ITIN Authorization Letter or Card	N/A	ITIN Authorization Letter or Card
Report of Lost or Stolen ID	N/A	Report of Lost or Stolen ID

Why am I getting an error saying 'The credential assurance level of your DS Logon is not sufficient to access this website.'?

The website requires a DS Logon Premium Level 2 account. You must upgrade your account by visiting a designated VA Regional Office to complete the in person proofing process. To locate a VA Regional Office, visit http://www.vba.va.gov/vba/benefits/offices.asp.

What do I do if my DS Logon is inactive?

You will need to have your DS Logon reissued. See How do I get a DS Logon?

The list of displayed family members is incorrect, or the personal information of one of my family members is wrong. What do I need to do to correct the information?

If you need to make changes to DoD family members' information, please contact the nearest military ID card issuing facility. A list of facilities is available at http://www.dmdc.osd.mil/rsl/. You may also call the DEERS/ DMDC Support Office (DSO) at **(800) 538-9552** for assistance in locating the facility nearest you. It is important to contact the facility prior to your visit to determine any documentation requirements.

If you have any questions regarding eligibility for DoD benefits, please call the DEERS/ DMDC Support Office (DSO) at **(800) 538-9552** or **(866) 363-2883** for the hearing impaired. The hours of operation are Monday through Friday 5:00 a.m. to 5:00 p.m., Pacific Time. The DSO is closed on federal holidays.

Veterans having any questions should contact the eBenefits Help Desk at **1-800-983-0937**.

How long do I need to wait for an activation code to arrive through the United States Postal Service?

The activation code should be received within 5-12 business days. If not received within this timeframe, please call the Defense Manpower Data Center (DMDC) Support Center (DSC) toll free at **(800) 477-8227**.

I'm getting an error message that I don't understand or the application is not working correctly. Who do I contact?

If you have any questions regarding error messages or operation of the application, please call the Defense Manpower Data Center (DMDC) Support Center (DSC) toll free at **(800) 477-8227**. The DSC is available 24x7x365.

United States Department of Defense. For assistance or to report problems with this site please call **(800) 477-8227**.